

## GRIEVANCE MANAGEMENT POLICY

### a. PURPOSE:

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between internal and external stakeholders.

### b. SCOPE:

Scope The grievance mechanism procedure applies to all external stakeholders of our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company internal grievance standard.

### c. PROCESS:

- a. Any employee who wishes to report a possible violation of any of the code of conduct / business ethics (which can be proved) should promptly report in writing under the appropriate authentication with signature the matter to the Director or immediate supervisor of the office.
- b. If that person is not available, or you believe it would be inappropriate to contact that person, contact the upper management at Head Office.
- c. **Technichem Organics Pvt. Ltd.** will conduct a prompt investigation observing as much confidentiality as possible under the circumstances.
- d. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time, employees have an obligation to cooperate with **Technichem Organics Pvt. Ltd.** Limited in enforcing this policy and investigating and remedying complaints.
- e. Any employee who becomes aware of possible sexual harassment or other illegal discrimination against others should promptly advise the Managing Director or any other appropriate member of management.
- f. Anyone found to have engaged in such wrongful behaviour will be subject to appropriate discipline, which may include termination from the employment and or other penal action as per the law of land.

## SAFEGUARDS

### Harassment or victimization:

Harassment or victimization of the complainant will not be tolerated and could constitute sufficient grounds for dismissal of the concerned employee.

## CONFIDENTIALITY

Every effort will be made to protect the complainant's identity, subject to legal constraints.

## INVESTIGATION

All complaints received will be recorded and looked into. If initial enquiries by the authorised person indicate that the concern has no basis, or it is not a matter to be pursued under this policy, it may be dismissed at this stage and the decision documented. Where initial enquiries indicate that further investigation is necessary, this will be carried through either by the authorised person alone, or by a committee nominated by the authorised person for this purpose. The investigation would be conducted in a fair manner, as a neutral fact finding process and without presumption of guilt. A written report of the findings would be made.

## COMMUNICATION WITH COMPLAINANT

The complainant will receive acknowledgement on receipt of the concern. The amount of contact between the complainant and the body investigating the concern will depend on the nature of the issue and the clarity of the information provided. Further information may be sought from him/her. Subject to legal constraints, he/she will receive information about the outcome of any investigations.

## ACCOUNTABILITIES:

Director/Employees/Customers/Vendors

- Bring to early attention of the company any improper practice they become aware of. Although they are not required to provide proof, they must have sufficient cause for concern.
- Avoid anonymity when raising a concern.
- Co-operate with investigating authorities, maintaining full confidentiality.
- The intent of the policy is to bring genuine and serious issues to the fore and it is not intended for petty complaints. Malicious allegations by director/employee/customer/vendor may attract disciplinary action.
- A complainant has the right to protection from retaliation. But this does not extend to immunity for complicity in the matters that are the subject of the allegations and investigation.

In exceptional cases, where the complainant is not satisfied with the outcome of the investigation carried out by the Authorised Person, he/she can make a direct appeal to the Chairman of the Grievance complaint committee.

## Authorized Person

- Ensure that the policy is being implemented.
- Ascertain prima facie the credibility of the charge. If initial enquiry indicates further investigation is not required, close the issue.
- Document the initial enquiry and include in the quarterly report.
- Where further investigation is indicated carry this through, appointing a committee if necessary.
- Provide quarterly reports to the Managing Director of **Technichem Organics Pvt. Ltd.**

- Acknowledge receipt of concern to the complainant, thanking him/her for initiative taken in upholding the company's business conduct standards
- Ensure that necessary safeguards are provided to the complainant.

#### Authorized Person

- Ensure that the policy is being implemented.
- Ascertain prima facie the credibility of the charge. If initial enquiry indicates further investigation is not required, close the issue.
- Document the initial enquiry and include in the quarterly report.
- Where further investigation is indicated carry this through, appointing a committee if necessary.
- Provide quarterly reports to the Director.
- Acknowledge receipt of concern to the complainant, thanking him/her for initiative taken in upholding the company's business conduct standards
- Ensure that necessary safeguards are provided to the complainant.

#### Grievance Committee:

Sr.No.	Member Details	Designation
01	Piyush Nathwani	Director
02	Jigar Chunara	EHS Head
03	Manohar Patil	Factory Manager
04	Kimisha Patel	HR Head
05	Bharat Solanki	Labor Representative

- Conduct the enquiry in a fair, unbiased manner.
- Ensure complete fact-finding.
- Maintain strict confidentiality.
- Decide on the outcome of the investigation, whether an improper practice has been committed and if so by whom.
- Recommend an appropriate course of action - suggested disciplinary action, including dismissal, and preventive measures.
- Minute committee deliberations and document the final report.

### Investigation Subject

- Provide full co-operation to the investigation team.
- Be informed of the outcome of the investigation.
- Accept the decision of the authorized person.
- Maintain strict confidentiality.

Approved By,



Director

Rev.01 Effective From: 01.04.2024